



**AN ASSESSMENT OF USER SATISFACTION WITH
LIBRARY SERVICES AND FACILITIES: A STUDY
OF MAULANA AZAD LIBRARY OF ALIGARH
MUSLIM UNIVERSITY**

DISSERTATION

*Submitted in partial fulfilment of the
requirements for the award of the degree of*

Master of Library & Information Science

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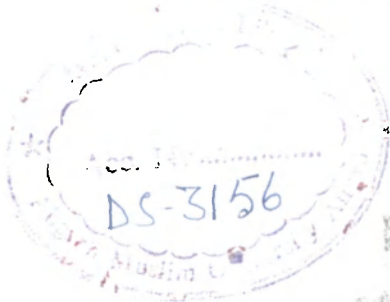
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THESIS



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ASSESSMENT OF USER SATISFACTION
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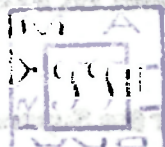
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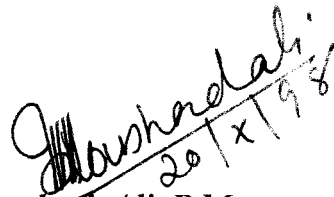
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CERTIFICATE

This is to certify that Mr. Shamim Afzal has completed his dissertation entitled "An assessment of user satisfaction with library Services and Facilities: A study of Maulana Azad Library of Aligarh Muslim University", in partial fulfilment of the requirements for the degree of Master of Library and Information Science. He has conducted the work under my supervision and guidance. I deem it fit for submission.


20/12/98
Naushad Ali P.M.

LECTURER

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(Shamim Afzal)

Dedicated
to my
Loving Parents
&
Other Family Members

*"It is a better proof of
education to know how to
use a library than to possess
a University Degree"*

(Cyril Norwood)

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Chapter -I

Introduction

Aligarh Muslim University

Maulana Azad Library

Need and Significance of the Study

Statement of the Problem

Definition of Terms

Objectives of the Study

Hypotheses

Methodology

Method of Data Collection

Scope and Limitations of the Study

Organisation of Report

INTRODUCTION

The Aligarh Muslim University

The Aligarh Muslim University occupies a unique position amongst more than 200 universities and university level institutions in India. It is one of the institutions of national importance listed in the seventh schedule of the constitution of India. From its very inception, it has kept its portals open to members of all communities, castes and creeds. It attracts students not only from all the states of India but also from as many as 30 countries of the Middle East, Africa and South Asia. It is a proudly Islamic and a proudly Indian institution; a living symbol of the composite culture of India and a bulwark of its secular principles.

The University had its origin in causes which this country had never witnessed before. The failure of the first war of Independence in 1857 brought in its wake great suffering for all sections of the Indian society, but it was a total catastrophe for the Muslims because they had spearheaded the revolt. The debacle struck a deadly blow to the Muslim society which was already steeped in ignorance, inertia and medieval traditionalism. It was in the dreadful aftermath of this cataclysm that Sir Syed Ahmad Khan, a distinguished architect of modern India and one of the most dynamic figures of the 19th century, started a movement, with a residential institution of higher learning on the model of Oxford and Cambridge Universities as its nucleus, for the intellectual and cultural regeneration of Indian Muslims. Sir Syed believed that liberal education on Western lines was the only effective instrument to extricate the Muslim society from the morass of

degeneration, decay, diffidence and despondency.

The institution originated as a small School in 1875, grew into the Mohamadon Anglo Oriental College in 1877 and was chartered as the Aligarh Muslim University in 1920, becoming the tenth University of the Indian sub continent.

Sir Syed was a true votary of Islam and a true Indian. Secularism is an ideal with us; it was a reality of life in human relationships with Sir Syed. Although the M.A.O. college was established primarily for the education of Muslims, the Islamic spirit of large-hearted toleration and co-existence with other communities found full manifestation in the admission policy for the college.

The sapling planted by Sir Syed has now grown into a mighty Banyan tree. The University started functioning with only 13 departments of studies and 261 students in 1920. Now the total strength of students is more than 16000 in 72 departments which are grouped under Eleven Faculties such as Arts, Social Science, Science, Life Science, Engineering and Technology. Medicine, Commerce, Law, Theology, Unani, Medicine and Management studies and research. Apart from these the University also maintain Schools including one blind School, 2 colleges, 2 hospitals and 16 residence of hall etc.¹

Library

A library is that information agency which is concerned mainly with published records in all their forms. These records include books, periodicals, sound recordings such as compact discs and visual recordings such as video-tapes. When we say the records are published,

we mean that they have been produced in multiple copies for distribution to everyone who may wish to read, view or listen to them.

Definitions

In Harrod's librarians' glossary a library is defined as follows:

- (1) A collection of books and other literary material kept for reading, study and consultation.
- (2) A place, building, room or rooms set apart for the keeping and use of a collection of books, etc.
- (3) A collection of films, photographs and other non-book materials plastic or metal tapes and discs, computer tapes, discs and programs. All of these, as well as printed and manuscript documents, may be provided in departments of one large library or they may be in collections restricted to one type of material.

According to Borkowski "a collection of books as well as the place where books are kept for reading, study or reference. But more than that, it is a service agency. The varried activities carried on daily, many behind the scenes, are performed primarily so that the library facilities will be available to the patron, the library user."²

Academic Library

An academic library is a library attached to an academic institution, i.e. an institution engaged in teaching and or research and imparting formal education to students who aspire to complete a particular course under a prescribed syllabus. Schools colleges, universities and technological/engineering/medical institutions are

some of such institution. We thus have various types of academic institutions which may vary from one another in respect of courses offered by these. Since academic libraries exist to cater to the needs and requirement of their parent academic institution, these vary in shape, size, collection and services, depending upon the nature of parent institution. For example, libraries attached to a school, college and even to a undergraduate college, a post graduate college, a medical college and engineering college would be different from the rest in respect of collection, shape, size and services. However all academic libraries have common qualities in many respects. It is because all academic libraries exists to support the teaching and research programme of their institutions. Besides having a good collection of reference books on variety of subjects, these emphasize on building up a strong collection concerning the courses offered by the institution.

On the basis of above statement, academic libraries are of following types;

1. School Library
2. College Library
3. University Library

University Library

A University library is a library attached to university. It exists to cater to the needs and requirements of students and teachers and to support the teaching and research programmes of the university. Libraries have become so much important for an university that the university can not exist with out it. Tremendous growth in student

population, opening of new universities, introduction of new courses, rapid expansion of education, growing emphasis on qualitative and purposeful education and rising cost of books are some of the factors which necessitate a well equipped library attached to a university. Need and importance of libraries in an university has been realised and accepted by many authorities. For example, the Kothari commission recognise the library as the heart of the university. Similarly, the U.G.C, (UK) report maintained some seventy year ago, "The character and efficiency of a university may be gauged by its treatment of its central organ, the library. The report stress" An adequate library is not only the basis of all teaching and study, it is essential condition of research without which addition can not be made to the sum of human knowledge.

Users of University Library

The users of the university library consist of the following groups: undergraduate students, Post graduate students, researchers, teaching staff and administrative staff.

Under graduate students

The Largest group of users of the academes library are undergraduate or prediploma students. Their needs are usually predictable as they require material which has been recommended by their teaching. They need to have this material easily accessible and available for loan or for use in the library.

Post graduate students

We use the phrase “ Post graduate students: to refer to students who have completed a first tertiary qualification, such as Bachelor’s degree at a university. Post graduate students are students who study at advanced level. They are therefore concentrated in universities and technikons, rather than other educational institutions. As students progress, their needs become more specialised. Post graduate students need a wide and diverse range of research material. Their needs are not easy to predict as these will depend on the field that the student has chosen to research.

Researchers

Researchers are persons who are attached to departments or research institutes of a university and who do research in specialised field. They will need to ascertain what research has been done in these fields before beginning new research project, and need to be kept upto date on the latest development in their subjects.

Teachers

Teachers will require material to prepare lectures, that is to support their teaching function. This may be literature about the subject they teach, as about the methods for teaching that subject. They will also require information to support their own research.

Administrative staff

Administrative staff are employees of the university who are not

involved in either teaching or research. They may require information to help them in their work.

Objectives of University Library

The principle objectives of the university library are:

- I) To enable the service personnel to meet the instructional and research needs of students and faculty members.
- II) To help the users, especially research scholars, faculty members and post graduate students, to be abreast of the current development in their respective areas of interest.
- III) To inform users from time to time about the latest additions of documents to the library
- IV) To provide an exhaustive list of documents with or without abstracts/ annotations on specific topics to research workers, faculty members and PG students on request.
- V) To acquire and accumulate various types of material to meet the requirement of different categories and levels of users.

Role of university library in teaching and research

Library is the heart of university. It has to play a great role in supporting of teaching and research.

Supporting of teaching programme is one of the main functions of university library. The library staff keep itself in close touch with the progress of work in the class room. Library staff provide the information about the current development of the subject to the teacher.

Libraries are providing a variety of information services to the

researchers in the form of reference service, bibliographic service, documentation service, indexing and abstracting services, translation services, current awareness services, Dissemination of information service etc. Among these bibliographic service is essential to the researcher since through this bibliography prepared by the library, the researcher is informed from time to time the latest research article appearing in periodicals and books that are added to the library collection. On demand, reading list is also available to the researcher. A step further, if the researcher requires annotated indexing or abstract of periodical articles, then local indexing and abstracting services are available. Current awareness service is provided with the idea of bringing the current periodical articles and books recently acquired to the notice of the researchers. Above all, personal service is also offered by the library staff in the form of selective dissemination of information. SDI service means that service with in an organization which concerns itself with channelling of new items of information form various sources to those points with in the organization where they can usually serve some one's interest. It endeavours to present indiscriminate distribution of new information and arrest the resulting danger of not communicating at all.

From the above statement it is clear that no research is possible without a library.

Maulana Azad Library

The Maulana Azad Library is one of the old and large libraries of the subcontinent. Today it is reckoned among the major libraries

of the world. It has been working round the clock on all days irrespectively of Sundays and holidays barring a few holidays of National and religious importance. The library originated from the personal collection of Sir Syed Ahmad Khan which he donated in response to an appeal for funds by the M.A.O College fund committee in the early 1870s. The library thus came into existence from the inception of the MAO college in 1877. The library was named after Lord Lytton, the viceroy and Governor General of India, who laid the foundation stone of the college on 8 January, 1877.

The University library was originally housed in the hall for the college library in 1906, called the Lytton Library. With the transformation of the college into a University, it proved thoroughly inadequate. During the tenure of Dr. Zakir Husain as Vice Chancellor the U.G.C. approved the construction of a new library building at a cost of Rs. 13 lacs. The foundation stone of the building was laid by Pandit Jawahar Lal Nehru on 12 November, 1956 and four years later, when the construction was completed, it was again the late Panditji who formally inaugurated it on 6 October, 1960.

The library was transferred to this new building in the same year. Name of the library was changed as Maulana Azad library in memory of the great scholar, and ex-education minister of India.

The new library building has many architectural distinctions. It is most beautiful building of the University and one of the few very attractive libraries in the country. In architectural style the building is a synthesis of Islamic and modern utility arts. The modular construction gives to it internal flexibility for rearrangement of halls and rooms to

suit the changing pattern of library services and also provides external expansibility to add new wings whenever and wherever required.³

The building is surrounded by beautiful lawns and gardens. It has two floors and seven-story book tower with a separate basement floor. Basement is used for binding and xeroxing facility for library. Now on the ground floor, there are four reading halls. Textual studies division (300 seats), P.G. section (Reference and Research hall) (290 seats), Dr. M. Rehman hall (141 seats), S. Hashim Ali Hall (236 seats) areas for regular display of latest arrivals, property counter, public catalogue, catalogues of departmental libraries. Circulation division, the university librarian's room the computer room, a large wing accomodating the Acquisition Division, the Technical Division, Xerox Machine Room and the Administrative Division of the library.

On the first floor, there are H.H. Dalai Lama Hall (236 seats) Urdu and Persian hall (52 seats), Hindi and Sanskrit hall (96 seats) Manuscript division (10 seats), Arabic Section (12 seats), Sir Syed room (4 seats), one reading room for teachers (15 seats) one reading room for women (40 seats), Braille section (80 seats) and Newspaper Section (20 seats), room of the Deputy Librarian (services) and Deputy Librarian (Orientation). The total seating capacity of MA library is 1532.

Stack room is used for the arrangement of books written in Hindi and Urdu. Stack II and III are used for general books written in English. stack IV is used for the collection of old periodicals and stack V is used for the collection of reference books, Theses, Dissertations and Reserved books. Stack VI is used for the storing of outdated books.

Collection of the Library

MA library has a very rich collection. It has the total collection of 934413 volumes (918201 printed book, 1642 non book materials and 14570 Manuscripts) as on 31-3-98.

The language wise break up of total collection of books in MA library as on 31-3-98.

S.No.	Languages	Total No. of Books
1	English	699313
2.	Urdu	119534
3.	Hindi	37189
4.	Sanskrit	7,055
5.	Persian	17655
6.	Arabic	27204
7.	Tamil	1663
8.	Bengali	468
9.	Marathi	352
10.	Telugu	2474
11.	Malyalam	3982
12.	Punjabi	98
13.	Braille	1214
<hr/> Total		918201

Collection of Non Book materials

1.	Microfiche/Microcards	832
2.	Microfilms	644

3.	Audio cassettes	61
4.	Video cassettes	18
5.	Discs	80
6.	Floppies	06
7.	Motion picture	01
<hr/>		
	Total	1,642

Manuscripts

Manuscripts division preserves 14,570 prestigious and invaluable manuscripts and rare books as on 3-8-98.

Periodicals

In the session of 1997-98, the library subscribed 679 Indian and 603 foreign journals.

Theses and Dissertation

Library has 4992 Theses and 3041 Dissertation till 30 September, 1998.⁴

Organisational structure of the M.A. Library

The Organisational plan of the MA library envisages the following organisational units under the overall supervision and control of the University Librarian:

- (a) Acquisition Division
- (b) Periodical Division
- (c) Technical Division

- (d) Circulation Division
- (e) Services Division
- (f) Oriental Division
- (g) Manuscripts Division
- (h) Administrative Division

Each division comprises different section and is under the charge of a Deputy Librarian. The section are supervised by Asstt. Librarians who help the Deputy Librarian in exercising an effective control over the division to ensure its integrated working. The Administration Division is directly under the charge of University librarian. Likewise, the manuscript division is headed by the curator who ranks with the Deputy Librarians as a functionary of equal status.

The acquisition division consists of the Books order section, Accessioning section, Gift and Exchange section and the General section. In the library book selection is done by the University Librarian with the help of the senior staff of the library and on the advise of subject experts.

The periodicals division consists of the periodicals acquisition section and the periodical Reading Hall (now it is in M. Rehman Hall). Procurement of academic and scientific periodicals for all the libraries of the system is the responsibility of the division. Current periodicals display in the periodical hall. Volumes of the periodicals which are more than ten years old are kept on IVth stack.

The technical division comprises the classification section, the cataloguing section, the departmental libraries section and the stock verification section. Dewey Decimal classification scheme is used for

classification and Anglo American cataloguing rules edition I is used for cataloguing.

Services Division consists of the Reference and Research Division, Textual Studies Division, Newspaper section, Audiovisual section.

The Reference and Research Division deals with reference queries, undertakes literature surveys on various topics of research on demand from the researchers and teachers, compiles bibliographies for them and helps many other ways in their academic and research pursuits. It provides services 24 hours. Textual studies division caters for the text books needs of the students and is equipped with multiple copies of each prescribed text books. It also provides services 24 hours.

The circulation division is made up of the membership section, general issue and return section, Text Book issue and return section, Inter library loan section and the stack. It opens from 8 A.M. to 4 P.M.

The constituents of the oriental division are the Urdu section, the Hindi and Sanskrit section, the Persian section, the Arabic section and the Sir Syed Room. The division is responsible for the selection, technical processing and servicing of reading material in these oriental languages. The services of the division are availed of mostly by teachers researchers and postgraduate students. This division provide services from 9.30 A.M. to 5 P.M.

The manuscript division comprises the manuscripts reading room and the manuscripts stacks. At present the curator's room serves as the reading room because of the shortage of space.

The administrative division consists of the librarian's office,

the Maintenance section, the Stationary section, the Binding section, the Reprographic section, the Accounts section and the Electricity and Refrigeration section.

In addition to central library every department has a seminar library for post graduate students and research scholars, college like J.N. Medical College, A.K. Tibbiya College, Engg. College and Women's college have separate library and every residential hall has its own library.⁵

Need and significance of the study

The primary function of the University library is to provide facilities to study and research for the members of its parent institution. Every university library has the limited facilities but the users of the library are growing day by day. The present study is intended to know the problem faced by the user in using the library, to know the ratio of the satisfaction and to find out the view of the users towards the services and physical facilities provided by the library and also to identify the users opinion towards modernisation of the library.

On the basis of this study, investigator can suggest the library staff that how the library can improve its services and facilities on the basis of limited resources.

Statement of the problem

The problem for the present study is entitled "An assessment of user satisfaction with library services and facilities: A study of Maulana Azad Library of Aligarh Muslim University".

Definition of Terms

Assessment

According to the Oxford English Dictionary assessment is generally defined as the process or means of evaluating academic work or to estimate the work or quality.⁶

User

In this study users indicate that community which use the library. According to Oxford English Dictionary user is generally defined as one who uses or employs anything.

Satisfaction

According to Webster's Universal Dictionary satisfaction is the act of satisfying or gratifying feeling or gratification of desire.⁷

Library

Library is the social institution where documents are kept for use.

According to S.R. Ranganathan "A library is a public institution or establishment charged with the care of a collection of books and the duty of making them accessible to those who require use of them."⁸

Services

According to Oxford English Dictionary services is the action of serving, helping or benefiting, conduct tending to the welfare or advantage of another.⁹

According to Webster Universal Dictionary service is a act performed for the benefit or advantage of a person, institution.¹⁰

Facilities

According to Webster Universal Dictionary facility is the quality of mind which makes understanding and learning easy.

Study

According to Oxford English Dictionary study is a work presenting the result of investigations into a particular system.¹¹

According to Webster Universal Dictionary study is the process of acquiring knowledge.¹²

Maulana Azad Library

It is a university library which is situated in the campus of Aligarh Muslim University.

Aligarh Muslim University

A University which is established in 1920 especially for the Muslim Community.

Objectives of the Study

The primary objective of the study is to investigate the view of the users toward the services and facilities provided by MA library. The specific objectives of the study are as follows:

- (i) To know the frequency of the users to visit the library.

- (ii) To find out the purpose of their library visit .
- (iii) To find out the awareness of users to the library services.
- (iv) To assess the satisfaction of the users with regard to the working hours of the different sections of the University library.
- (v) To ascertain the opinion of the users regarding the adequacy of the collection of different sections of the University library.
- (vi) To assess the satisfaction of the user with regard to the arrangement of the materials of different sections of the library.
- (vii) To identify the problems faced by the users in using the library.
- (viii) To identify the method that the readers of the library adopt to locate the required information sources.
- (ix) To determine the opinion of the users towards the photocopying service provided by the library.
- (x) To determine the level of user satisfaction towards the physical facilities.
- (xi) To collect the opinion regarding the computerisation of the University library.
- (xii) To know the views of the users about the library staff.
- (xiii) To ascertain the opinion of the users regarding the user education.
- (xiv) To suggest mean for improving library collections.
- (xv) To aid the library staff in the formulation of modified policy in book selection and acquisition.
- (xvi) To consider the factor that will help the library in promoting its services.

Hypotheses:

In order to achieve the objectives of the study the following

hypotheses were formulated.

- (i) Most of the users will not be satisfied with the services and facilities provided by MA library.
- (ii) Installation of computer will be welcomed by most of the users.

Methodology

The present study is conducted on a sample of 700 users of MA library.

The tools used for the present study were questionnaire, observation and informal interview. Firstly investigator choose the sample on the basis of stratified method and circulate the questionnaire according to random method.

Method of data collection

For this study the data was collected through a questionnaire, observations and informal interview. A questionnaire consisting 20 questions was designed to elicit the opinions of the Teachers, Research Scholars and Students. Investigator is a regular visitor of the library, so he also observed a lot of facts regarding collection, services and facilities of the MA library. Investigator also asked some questions to some users and library staff.

Scope and limitations of the study

The present study is entitled “An assessment of user satisfaction with library services and facilities: A study of Maulana Azad Library of Aligarh Muslim University”.

The main objective of this study is to investigate the views of the users towards the services and facilities provided by Maulana Azad Library.

In order to make an intensive study, the scope of the topic has been limited to only MA Library. Seminar libraries of various departments, institutes, centres, colleges and halls of residence libraries have been excluded from the study. Only members of MA Library session 1997-98 are include and special categories of users are excluded from the study.

Shortage of time is the biggest limitation of the study when the survey was conducted, teachers and students were busy because of the tight schedule of the end of the session.

Organization of report

Chapter I

Introduction

The introductory chapter deals with small description about Aligarh Muslim University, Maulana Azad Library and its users followed by need and significance of the study, statement of the problem, objectives, scope and limitations of the study.

Chapter II

Review of Related Literature

A total number of 27 previously published literature related to user satisfaction with the services and facilities of libraries are summarised.

Chapter III

Methodology

This chapter deals with the statement of the problem, objectives, hypotheses, methodology, sample population, variables taken, tools used for study, pilot survey, and data analysis method.

Chapter IV

Analysis and interpretation of data

This chapter deals with the analysis and interpretation of data collected through questionnaire.

Chapter V

Conclusion, Findings, Suggestions and Recommendations for further research.

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Chapter -II

Review of Related Literature

REVIEW OF RELATED LITERATURE

Review of related literature is very essential in a new research topic. Study of related literature implies locating, reading and evaluating reports of research as well as report of casual observation and opinion that are related to the individual's planned research projects.

In any worthwhile study in a field of research, the researcher must have an adequate knowledge with the work that has already been done in the area of his research. Investigator must have an up-to-date information about what has been thought and done in the area of his research.

In brief this chapter presents an overall review of studies conducted in abroad as well as in India in a chronological order regarding the topic user satisfaction. Investigator reviewed only those studies which were similar to the present study or indirectly related to the present study.

Krishan Kumar¹ (1968) made a survey under the title "Users survey concerning teacher and research scholars in the Department of Chemistry, University of Delhi". The objectives of the study can be categorised as :- i) to know what are the information requirements of a user. ii) How does he obtain information and keep track of the latest ideas. iii) What needs to be done to make effective use of the library resources/services. iv) How the programme of training of librarians can be adapted to meet the requirements of the research scholar. Data used for the analysis was collected through questionnaire.

The important findings and suggestions were :- i) Some Research Scholars demanded library should be provided translation service of

important research articles. ii) Larger percentage of research fellows than teachers felt the need for training in the use of chemical literature. iii) It was suggested by the researchers again and again that every book and periodical needed by them should be located one place and the most convenient place for them was the Department itself. iv) Some of them suggested that journals like the Chemical Abstracts and current chemical papers should be received by air mail. v) It was suggested that the chemical abstract should not be issued to anybody. vi) Research fellows mentioned that the teachers should be asked to return items on loan with them in time.

Amba, K.N. and Rav, M.V.² (1969) made a analysis under the title "Leather information services - user reaction study". Two leather information services entitled "Current leather literature (CLL) and Leather Title Service (LTS) were started by the central leather research institute. The survey was carried out to find out to what extent those two services fulfilled the information needs of the readers and to identify the areas in which improvement could be made. The data used for the analysis was collected through questionnaire method. The important findings were: i) Most of the respondents reported that they are using current leather literature service regularly. ii) Some respondents used CLL purely for scanning purpose, some used as a source for literature search and most of the respondents attached equal importance to both scanning and literature search. iii) Most of the respondents used 'Leather title service' regularly. iv) Most of the respondents used this service for current awareness purpose. v) Respondents demanded that "LTS" should include the announcement

of new books.

Saha, Karuna³ (1972) made a study under the title "Use Pattern of Indian Institute of Technology Delhi Library : A survey". The objectives of this study were to know the quantum of library use, pressure of demand from various category of users, peak hours of library usage, number and percentage of readers visiting the library on different week days. To collect the data following method was used :

Loose sheets of papers were kept at the reference desk near the entrance of the library. Every member entering the library was required to enter his name and status in different columns and put his signature against them. In view of the result obtained by the data, the following observation regarding the working of the library were made: i) 15% of members were visiting the library daily. ii) Maximum use of library was made by the postgraduate students including research scholars. iii) Faculty members used the library in low percentage. It was suggested by the investigator that to attract the faculty members library should start current awareness service and selective dissemination of information.

Bhushan, Ved⁴ (1972) conducted a study under the title "Users survey of I.I.T. (Delhi) Library" to ascertain the attitude of the users towards the library services and to improve the quality of library services. The questionnaire method was used to collect the data. In this study it was found that most of the respondents demanded that library should be improve its services and reservation of the books should be made simple. Some users suggested that the most used books should not be issued more than 7 days and reference service should be

improved.

Sharma, Savitri⁵ (1973) made a study entitled "Users survey of Delhi Public Library Karol Bagh Branch" to assist the library staff in solving unusual problems of immediate importance, to formulation of modified policy in book selection and acquisition, to suggest means for improving library collection and to consider the factors that will help the library staff in improving its services. Questionnaire and interview method were used to ascertain opinion of the users. The result of the study shown that most the users demanded that library should arrange the sitting facility, clockroom, cooler, air-conditioned and more staff. Some users suggested that library should be opened more counters.

Setty, K. Umapathy⁶ (1974) conduct a study under the title "Characteristics and attitudes of library patrons : A sample study". The objectives of the study were to know the characteristics of the patrons and attitudes of the patrons towards the services provided by the library. Questionnaire method was used for primary data collection. The important findings were : i) 32% of the patrons belongs to 16-20 years age group, while 42% to 21-30 year age group. Young people appear to use the library to a greater extent than any other age group. This data shows that the library provided good services to young age group. ii) Most of the users expressed that they are unable to see the librarian.

Sangameswaran, S.V. and Chandran, Ranjita⁷ (1978) conducted a study under the title "Computer based information services in Food Science and Technology : A survey of user interests". The objectives of the study were to know :- i) The number and category of users who

required the computer based information services. ii) The kind of information required by each category of users. iii) The type of service required by each category of users. iv) The nature of existing/alternative facilities which are already available to the users. Questionnaire survey was conducted to collect the data on random basis. The important findings were:- i) Users were facing problems in using computer in creating database and providing other services. ii) Most of the respondents mentioned two important parameters i.e., cost and usefulness which could decide either to subscribe or not to the services.

Haravu, L.J. and Nagaraja, G.R.⁸ (1979) made a analysis under the title "The use and impact of information services in an industrial R & D Environment". The objectives of the study were to find out:- i) The extent of use of different services. ii) The impact of these services directly or indirectly, on R & D tasks. iii) The attitude of users in general to information products and services and the attitudes of experimental and theoretical groups in particular. iv) Changes, if any, in library and information usage subsequent to receiving SDI, v) Problems faced in using information services.

The data was collected through questionnaire method. The important findings were:- i) The result of the survey shows that low percentage of users uses the SDI service regularly. ii) A surprising result of the survey was that patents awareness service was regularly use only by the few respondents.

Pangannaya, N.B. and Poornachandra, H.J.⁹ made a analysis under the title "Study of the use of library catalogue at the Mysore University Library". The primary objectives of this study were to ascertain:- i)

The frequency of use of library catalogue and the degree of dependence of library catalogue in information search. ii) The purpose of which catalogue is put to use. The information about the habits and needs of the catalogue users were collected by:- i) Administering questionnaire to the on site users near the catalogue cabinet. ii) Observation of actual use standing in the vicinity of the catalogue. iii) Informal interviews with the users as they leave the place after consulting the catalogue. The important findings were :- i) The faculty members and the research scholars use the catalogue more frequently than the students. The reason for infrequent use by the student is that they were not very familiar with the tool and its use. Rather they choose to go to stacks without consulting it. ii) Users are not familiar with the scheme of classification or the way the books are organised in the shelves. Main suggestion is that the library should continuously given proper guidance to readers to use the catalogue frequently and usefully.

Biswas, Subhas and others¹⁰ (1983) conducted a survey under the title "Central Library : Users and the pattern of use : A survey". The objectives of this study were:- i) identifying the library users by broader occupational categories and membership status. ii) Assessing the frequency and purpose of library visits, use of collections by location within the library and broader subject areas of interest. iii) Finding out the users approach to subjects/documents/information; whether the staff has been helpful; the real beneficiaries of the lending facilities, the suitability of library hours. iv) Identifying the need for book reservation and extension of document supply through lending and photocopying. Major part of the data for this survey had been collected

through questionnaire method and from the library records. The important findings were :- The photocopying services provided by SCL were generally utilized by research scholars and the location of SCL was in the backyard of the Shastri Bhawan (G wing) users demanded that it should be located in the "A" wing of the Shastri Bhawan and facing the main road.

Ramanna, Gopinath, M.V. and Sangameswaran, S.V.¹¹ (1984) made a study entitled "Users evaluation of NICFOS's services" to obtain fresh feedback toward the existing services and for possible initiation of new services. Questionnaire method was the tool to conduct the study. This study revealed that most of the users were satisfied to the services provided by the library. Some users expressed that cumulative bibliographies on specific topics should be brought out and should be updated periodically.

Ciliberti, Anne C. and others¹² made a study under the title "Material Availability : A study of Academic Library Performance". The objectives of the study were :- i) To determine what needed to be done to improve library services. ii) The cause of users failures to identify and locate library materials. Observation method was used for collecting data from the 600 card catalogue users. The important findings were:- i) Some users do not want to take the help of library staff when they are unable to get their materials. ii) Some were failed to understand the aims of reference and periodical section. iii) Some users were not able to get the material from the shelves with the help of call number because the title and cell number written on books were not clear.

Bavakutty, M.¹³ (1987) conducted a study under the title "Use of Libraries by the teachers". The objectives of this study were to examine the utilization of college library resources and facilities by teachers with regard to the frequency of library visits, the purpose of library use, the duration of the time spend in the libraries and the borrowing of the subject as well as general books. Questionnaire method was used to conduct the above study. The important findings were :-

- i) The teachers were not fully utilizing the existing library resources and facilities.
- ii) While frequency of library visits and degree of its used by teachers were somewhat satisfactory, the duration of the time spend by them in the college libraries and the number of subject borrowed by them leave much to be divided.
- iii) The teacher used the college libraries mainly for curricular and instructional purpose.

Dixit, Ram Prakash¹⁴ (1987) made a study under the title "Users survey of National Medical Library : An overview". The objectives of the study were to find the use of library, evaluation of library collection, organization of materials, circulation service and reference service. A questionnaire method was used to conduct the survey. The major findings were :-

- i) Periodical section of this library used closed access system. Users were not satisfy to this system. Users wanted that Index to Indian Medical Periodicals should be brought out in more updated fashion. Users felt that the classification and catalogues system of the library should be done in timely manner. Charges of the photocopying services were high. Users demanded to open the library on Sunday also and to open a canteen in NML building itself.

Maheshwari, B.S. and Trivedi, S.K.¹⁵ (1986) made a study under

the title "Information needs of Indian Food Scientist : A case stud of C.F.I.R.I., Mysore". The objective of the study were :- i) To ascertain the information of the food scientist regarding the type of information required; the information sources used; and the various approaches to information. ii) To know the problems of access to information; iii) To evaluate the various services provided by the information centre attached to CFTRI. Random method was used to distribute the questionnaire to the 100 scientist out of 324. The important findings were :- i) The majority of the food scientist normally required information regarding, research and development (91.37%), current scientific research (87.9%) and bibliographical details 62.06%). ii) Journal literature is the most important form of literature required by the Indian food scientists. iii) Information on food science and technology is exchanged through invisible colleges also. iv) Journal of Food Science and Technology (India), Food Technology (USA) and Journal of Food Science (USA are the journals most frequently used by these scientists. v) Chemical Abstracts (USA), Food Science and Technology Abstracts (UK) and Biological Abstracts (USA) are the abstracting journal commonly used and required by the scientists. vi) The majority of the scientists need active translation services from the following languages to English, German, French, Russian and Japanese.

Gupta, Auradha¹⁶ (1989-90) conducted a survey under the title "The users of Government of India Libraries : A state of the art report". The objectives of the survey were :- i) Identification of the characteristics of the users. ii) Use-studies i.e. pattern of use, type of information/reading material as library service used. iii) User's

satisfaction i.e. assessment of the satisfaction of the reader with respect to the library, its collection and services. iv) Users need. To conduct the above survey data was collected through a questionnaire cum interview method on the random basis. The important findings were :-

- i) Majority of the government officials used their departmental libraries and other libraries occasionally.
- ii) The study indicated that a large number of users were interested in Social Science discipline.
- iii) the Central Secretariat Library was found to be the most used library.
- iv) Generally government officials did not visit the library in person essentially. Information in these libraries is usually obtained through messenger, written, verbal or telephonic communication.
- v) Most of the users were satisfied by the collection and services provided by the libraries.
- vi) Most of the respondents were not aware to the services like CAS, SDI, reference service etc.

Nzotta, Briggs¹⁷ (1988) conducted a study under the title "An evaluation study of collections, personnel and services of college of education libraries in Algeria". The objectives of the study were :-

- i) To what extent do the collections in the college of education libraries enable them to perform their essential function of supporting the academic programmes of the colleges.
- ii) Are the library personal adequate for their functions?
- iii) Are the libraries offering satisfactory services their communities?

Questionnaire method was used to collect the information. The important findings were :-

- i) Collection of periodicals and audio visual materials was not good in most of the libraries.
- ii) The collections of most colleges libraries were too small for their purpose. They can not effectively support the academic

programmes of the colleges. iii) Most of the users felt the lack of library staff. iv) Some users demanded to increase the opening time of the libraries.

Faries, Cindi¹⁸ (1990) conduct a study under the title "Users reaction to CD-ROM : The Penn State Experience". The objective of this study was to determine the reaction users towards the CD-ROM. To conduct above study the questionnaire method was used. The important finding was :- The users interest towards the CD-ROM was very interesting with the help of this study library determined what type of training should be provide to the users to drive the CD-ROM system.

Korah, Accamma, C. Devrajan, C.¹⁹ (1990) conducted a study entitled "Information needs and use pattern of Rubber Scientist" to ascertain the user opinion about the adequacy of collection and library services, users approach to information services, nature of search for current information. Questionnaire was the tool to conduct the study. Most of users expressed that the collection of dissertation/thesis were inadequate according to their information need. Most of the users were not satisfied to the services provided by Rubber Research Institute of India (RRIT) Library. And the users demanded to introduce the information technologies in India.

Sanjeev Kumar and Mishra, Sanjaya²⁰ (1992) conducted a study under the title "Use of national Institute of Fashion Technology Library : A Survey". The objectives of the study were to know about :- i) The suitability of the library opening hours. ii) Frequency of library use by the members. iii) Their information requirements. iv) The most

frequently used services. v) The helpfulness of the librarian and other staff. The data used for this study has been collected through questionnaire. Findings : an overview : - i) It was suggested by the respondents to increase the space of the library to provide better arrangements and more efficiency. ii) It was desired by the respondents to increase the timing of the library and suggested that the library should open at 8 am and close at 8 pm everyday including holidays. iii) The respondents visit the library to issue books and use reference material. iv) The most frequently used services are lending of books, photocopying.

Joshi, Manoj²¹ (1992) made a study under the title "Use of CDS/ISIS in the libraries of Delhi : An analysis". The objective of the study were :- i) To know library functional system supported by CDS/ISIS. ii) To identify various library services supported by CDS/ISIS. iii) To assess user's reaction on various aspect of CDS/ISIS. Data collection was done by using i) questionnaire method ii) interview method iii) observation method including collection of ephemeral material wherever available. Findings : An overview :-i) Result of the study showed that many libraries had acquired CDS/ISIS only because it was being provided free of cost by NISSAT. ii) Users were satisfied with the facilities available in CDS/ISIS.

Mallaih, T.Y. and Badami, K.K.²² (1993) conduct a study under the title "Library and information services facilities in Mangalore University Library from the researcher's point of view : A survey". The primary objective of the study was to investigate the existing library and information service facilities in the Mangalore University Library.

The specific objectives of the study as follows : - i) To find out the types of information sources required by the research scholars. ii) To identify the methods that the readers of the library adopt to locate the required information sources. iii) To ascertain the opinion of the users regarding the adequacy of information resources and services available in the library. iv) To identify the problems faced by the users in using the library. v) To help the administrator of the library in preparing an enrichment program for better use of the library. Questionnaire method was used to collect the information. Findings : An overview :- i) Half percentage of the respondents are facing problems in locating the documents/information in the library. ii) Most of the respondents approaching the documents through the author in the author catalogue. iii) In the library collection, the study identified that books, encyclopedias, dictionaries, newspapers and magazines sufficient to meet the academic and research needs and that periodicals and report literature were not adequate enough to meet their academic and research needs. Majority of the respondents had complained about the non availability of current journals on time to meet their requirements in the library. iv) The majority of the respondents were found to be aware of the services such as reference service and circulation services offered by the University library. But a good number of respondents had suggested that the other kind of services such as CAS, interlibrary loan, reprographic services etc. were not satisfactory.

Dalai, B.K. and Ramesh, D.B.²³ (1993) conduct a study under the title "Users Studies - A tool for evaluation of a special library : A case study". The objectives of the study were to know the extent of library

use, needs and requirements of various categories of users, peak hours of highest usage, period of transactions of various service points etc. The data used for this study had been collected through questionnaire, borrower card, circulation register, observations and visitor's register for outsiders and internal staff. Findings : An overview : - i) Overall collection of all types of literature was not adequate. Users demanded that new acquisition Policy should be made to improve the collection. ii) SDI services and CAS etc. should be further strengthened. iii) Literature searches using on line and CD-ROM database should be provided. iv) Library was in lack of current journals.

S.P. Singh²⁴ (1994) conducted a study under the title "Evaluation of Collection and Services provided by IIT Libraries : User point of view". Objectives of the study were :- i) to find out the types of documentary sources required by the users specially P.G. students, research scholars and faculty members. ii) to identify the information needs of the users. iii) To ascertain users opinion with regard to usefulness and adequacy of information sources. iv) To access the awareness as well as usefulness of library services in carrying out teaching, learning and research programmes, to know the problems faced by the users in using the library, to suggest the solution to the library authorities to overcome the problems. Questionnaire and interview methods were used for the above study. Findings : An overview :- i) Majority of users in order of priority visit the library to update their professional knowledge, consulting the documents for research use for borrowing/returning the documents. ii) Library catalogue has been found to be most useful by most of the users.

Organisation of documents collection has also been found to be useful by majority of the respondents. iii) Users are satisfied with circulation service except that research scholars have emphasized on the overnight issue of bound volumes of periodicals. Users are satisfied with reference service as well as with the attitude of reference staff as majority of users have expressed about provision of help to search documents, use reference sources and use of bibliographical sources etc. iv) Photocopying service provided by the library been found very popular by users.

Raina, Roshan²⁵ (1993) made a study under the title "Analysis of the student feed back on the library resources, facilities, services at a National level Management Institute : A case study". The objective of this study was to know the attitude of the users towards the services provided by the Indian Institute of Management Library Lucknow. The data used for this study had been collected through questionnaire. Findings : An overview:- i) According to the most of the users, the collection of the library is adequate. ii) Reference collection of the library is satisfactory, but some user demanded for some improvement. iii) The behaviour of library staff is also good. iv) The arrangement of library collection impressed by the students very much.

Martinez - Arellano, Filiberto F.²⁶ (1994) made a study under the title "User attitudes and behaviour before and after the implementation of an on-line catalogue". The main objective of this study was to identify changes in user attitude and behavior when dealing with a newly implemented on-line catalogue. Questionnaire method was used to conduct the study. The important findings were :- i) After introducing

on-line catalogue the number of library user increased rapidly. ii) An increase in successful searching was also noticed.

V. Chaya Devi²⁷ (1996) made a study under the title "Attitude of end-users towards on-line information retrieval - a case study of NSDRC Library Vishakapatnam". The objective of this study was to know the attitude/behaviour of the end-users of the Technical Information Cell (TIC) of National Ship Design Research Institute (NSDRC) towards the on-line information search and retrieval. To collect the data from the users survey was conducted and questionnaire distributed to the users. The important findings were :- i) Majority of the end-users preferred to search the information through on-line than that of manual method due to the reasons of immediate and global accessibility of information. Further the survey revealed that the users had not experienced any difficulty with the on-line method. ii) Most of the respondents opined that bibliographic database were most convenient source to access information. iii) Most of the end-users agreed that the experience with the time made them expert in getting access to information through on-line.

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Chapter -III

Methodology

Statement of the Problem

Objectives of the Study

Hypotheses

Methodology

Sample Population

Variables Taken

Pilot Survey

Data Analysis Method

METHODOLOGY

This chapter deals with the methodology used in the study and has been discussed under the following headings :

- Statement of the Problem
- Objectives of the Study
- Hypotheses
- Methodology
- Sample Population
- Variables Taken
- Tools used for the Study
- Pilot Survey
- Data Analysis Method

Statement of the Problem

The problem for the present study is entitled "An assessment of user satisfaction with library services and facilities : A study of Maulana Azad Library of Aligarh Muslim University".

Objectives of the Study

The primary objective of the study is to investigate the view of the users toward the services and facilities provided by M.A. library. The specific objectives of the study are as follows:

- (i) To know the frequency of the users to visit the library.
- (ii) To find out the purpose of their library visits.
- (iii) To find out the awareness of users to the library services.
- (iv) To assess the satisfaction of the users with regard to the working

hours of the different section of the University library.

- (v) To ascertain the opinion of the users regarding the adequacy of the collection of different sections of the University library.
- (vi) To assess the satisfaction of the user with regard to the arrangement of the materials of different sections of the library.
- (vii) To identify the problems faced by the users in using the library.
- (viii) To identify the method that the readers of the library adopt to locate the required information sources.
- (ix) To determine the opinion of the users towards the photocopying service provided by the library.
- (x) To determine the level of user satisfaction towards the physical facilities.
- (xi) To collect the opinion regarding the computerisation of the University library.
- (xii) To know the views of the users about the library staff.
- (xiii) To ascertain the opinion of the users regarding the user education.
- (xiv) To suggest mean for improving library collections.
- (xv) To aid the library staff in the formulation of modified policy in book selection and acquisition.
- (xvi) To consider the factor that will help the library in promoting its services.

Hypotheses

1. Most of the users will not be satisfied with the services and facilities provided by M.A. Library.
2. Installation of computers will be welcomed by most of the users.

Methodology

There are several survey techniques available for user studies such as questionnaire method, personal interview, interview by telephone, diary method and observation. For this study the investigators used questionnaire, observation and informal interview for the collection of data.

Questionnaire

This method of data collection is quite popular, particularly in case of big enquiries. It is called the heart of survey operation. A questionnaire consists of a number of questions printed or typed in a definite order on a form or set of forms. In this method a questionnaire is given to the person concerned with a request to answer the question and return the questionnaire. The respondents have to answer the questions on their own.

Questionnaire are of two types :

i) Open Questionnaire

In this type of questionnaire, no answer is given against the question. Respondent supply the answer in his/her own words.

ii) Closed Questionnaire

In this type of questionnaire, answer is given against the question. The respondent has to select the alternate answer written against the question.

Observation

This method implies the collection of information by way of investigator's own observation, without interviewing the respondents. In this method we observe things around us. The observation obtained relates to what is currently happening and is not complicated by either the past behaviour or future intentions or attitude of respondents. This method is no doubt an experience method and the information provided by this method is also very limited.

Informal Interview

In this method investigator ask only some questions to the respondents and library staff relating to services and facilities provided by the library. Data collected by this method is used to formulate findings and suggestions.

Sample Population

The present study is conducted on a sample of 700 users of M.A. Library. The questionnaire was circulated to 850 users among 260 teachers, 165 research scholars and 425 students. A total number of 728 filled questionnaire were returned back from 215 teachers, 148 research scholar and 365 from the students. Investigator selected 700 for the analysis of data from 210 teachers, 140 research scholars and 350 students because of incomplete response.

Variables Taken

In order to achieve the objectives of the study the following

variables are taken for detailed analysis :

- Students
- Research Scholars
- Teachers

Students

The group consists the students from 10+2 to P.G. level.

Research Scholars

The persons who are enrolled in various departments of AMU for Ph.D.

Teachers

Those who are engaged in teaching in various departments of AMU.

Tool Used for the Study

Questionnaire, observation and informal interview are used as the tools for the study.

Pilot Survey

A pilot survey was undertaken to ensure that the questionnaire were as meaningful to the average respondent as they were to the investigator, and to decide which questions were relevant for the purpose of the study. The questionnaire were distributed to 35 users for the pilot study which was helpful in modifying the questionnaire suitability.

Data Analysis Method

The data collected through questionnaire are organised quantical and tabulated by using statistical methods, tables, percentages, data collected through observation and informal interview are used for the formulation of the findings.

Chapter -IV

**Data Analysis
and Interpretation**

DATA ANALYSIS AND INTERPRETATION

In user studies immediately after the data collection the next task is the data analysis and interpretation of result. Analyzing means to categorising ordering, manipulation and summerizing of data to obtain answer to research problems. The purpose of analysis is to reduce data to intelligible and interpretable form so that the relations of research problems can be studies and tested.

Table - 1

Frequency of Library Visit

Frequency	Teachers	Research Scholars	Students
Daily	28 (13.33)	35 (25)	99 (28.29)
2-3 times in a week	35 (16.67)	30 (21.43)	83 (23.71)
Once in a week	33 (15.71)	38 (27.14)	91 (26)
Once in a month	45 (21.43)	29 (20.71)	35 (10)
Seldom	64 (30.48)	6 (4.29)	28 (8)
No response	5 (2.38)	2 (1.43)	14 (14)
Not visited			

(Figures within parenthesis are %age)

Frequency of Library Visit

The frequency of library visit by the teachers was investigated by

analysing the responses obtained from a representative sample of 210. The detail of analysis is summarized in Table -1.

The analysis of the data shows that the (13.33%) of teachers visit the library 'Daily', (16.67%) of them visits 2-3 times in a week and (15.71%) made use only once in a month, (30.48%) visit the library in a rare case. It is significant that the last category, viz., 'Not Visited' was not listed by any of the respondents.

The frequency of library visits by the research scholars was investigated by analysing the responses obtained from a representative sample of 140. The analysis of the data shows that (25%) of Research Scholars visits the library daily, (21.43%) 2-3 times in a week, (27.14%) once in a week, (20.71%) once in a month and (4.29%) visited the library in rare case. It is interesting that the last category 'Not Visited' was not listed by any of the respondents.

The frequency of library visits by the students was investigated by analysing the responses obtained from a representative sample of 350. (28.29%) of students claimed that they visit the library daily and (23.71%) of them visit the library 2-3 times in a week. (26%) of students claimed that they visit the library once in week and (10%) claimed that they visit once in a month.

It is clear from the analysis that 13.33% of teachers, 25% of Research Scholars and 28.29% of Students are visiting the library daily.

Purpose of Visit

It is clear from the Table -2 that 14.29% of teachers visit the library for research purpose, 48.57% for collecting teaching material and

31.43% to borrow books. Very less percentage of the teachers (0.95%) visit the library for study purpose. 4.76% of teachers visit the library for other purposes such as to consult magazines, newspapers etc.

Most of the Research Scholars 57.14% visit the library for research purpose while 28.57% visit for borrow books. 10% visit for study purpose while 2.86% visit for other purposes such as to consult periodical and newspapers.

Table - 2

Purpose of Visit

	Teachers	Research Scholars	Students
Study purpose	2 (0.95)	14 (10)	151 (43.14)
Research purpose	30 (14.29)	80 (57.14)	-
Collecting teaching material	102 (48.57)	-	-
Borrow books	66 (31.43)	40 (28.57)	175 (50)
Spend leisure time.	-	2 (1.43)	8 (2.29)
Any other	10 (4.76)	4 (2.86)	16 (4.57)

(Figures within parenthesis are %age)

In the case of students 43.14% visit the library for study purpose and 50% visit to borrowing books. Very low percentage of students

2.29% visit the library to spend leisure time. 4.57% of students visit for other purposes.

Awareness to the Services

It is evident from the Table 3 that 90.95% of teachers are aware of reference services followed by 93.33% and 85.24% are aware of circulation service and newspapers/periodical service respectively. It is also evident that 85.24% of the teachers are not aware to the Inter Library Loan Service.

Similarly 82.14% of research scholars are aware of reference service followed by 87.85% and 83.57% are aware of circulation service newspapers/periodical service respectively. 86.43% of research scholars are not aware to the Inter Library Loan Service.

64.57% students are aware of reference service while 91.43% and 67.43% are aware of circulation service and newspapers/periodical service respectively. It is also clear that a major part of the students i.e. 93.71% are not aware to Inter Library Loan Service.

Satisfaction with the Opening Hours

Reference section of M.A. Library opens 24 hours. It is evident from Table 4 that majority of the users 88.57% teachers, 87.14% Research Scholars and 61.71% students are satisfied to the opening hours of Reference section.

Textual studies division also opens 24 hours. 87.14% of teacher and 72.14% of Research Scholars did not respond this question because they are not using this section. 12.86% teachers and 27.86% research scholars are satisfied with the opening hours. A major portion of the

Table - 3 : Awareness to the Services

	Teachers			Research Scholars			Students		
	Aware	Not Aware	No Response	Aware	Not Aware	No Response	Aware	Not Aware	No Response
Reference Service	191 (90.95)	16 (7.62)	3 (1.43)	115 (82.14)	16 (11.43)	9 (6.43)	226 (64.57)	38 (10.86)	86 (24.57)
Circulation Service	196 (93.33)	9 (4.29)	5 (2.38)	123 (87.86)	12 (8.57)	5 (3.57)	320 (91.43)	19 (5.43)	11 (3.14)
Newspapers/ Periodical Service	179 (85.24)	23 (10.95)	8 (3.81)	117 (83.57)	16 (11.43)	7 (5)	236 (67.43)	75 (21.43)	39 (11.14)
Inter Library Loan Service	4 (1.90)	179 (85.24)	27 (12.86)	3 (2.14)	121 (86.43)	16 (11.43)	3 (0.86)	328 (93.71)	19 (5.43)

Figures within paranthesis are %age

Table - 4 : Satisfaction with the Opening Hours

	Teachers		Research Scholars		Students	
	Satisfied	Not Satisfied No Response	Satisfied	Not Satisfied No Response	Satisfied	Not Satisfied No Response
Reference Section	186 (88.57)	- 24 (11.43)	122 (87.14)	- 18 (12.86)	216 (61.71)	40 (11.43) 94 (26.86)
Textual Studies Division	27 (12.86)	- 183 (87.14)	39 (27.86)	- 101 (72.14)	280 (80)	14 (4) 56 (16)
Circulation Section	101 (48.10)	94 (44.76)	77 (55)	45 (32.14)	163 (46.57)	175 (50) 12 (3.43)
Periodical Section	32 (15.23)	143 (68.10)	31 (22.14)	86 (61.43)	105 (30)	160 (45.71) 85 (24.29)

Figures within paranthesis are %age

students 80% are satisfied to the working hours of this section.

Circulation section opens from 8 am to 4 pm, 48.10% of teachers, 55% of Research Scholars and 46.57% of students are satisfied to the working hours of this section while 44.76% of teachers, 32.14% of Research Scholars and 50% of students are not satisfied to the working hours.

Majority of the users i.e. 68.10% of teachers, 61.43% of Research Scholars and 45.71% of students are not satisfied with the working hours of periodical section. Very less percentage of the users are satisfied with the timing schedule of periodical section.

Use of Library Catalogue

Catalogue is the most useful tool to find out the information source which kept in the different sections of the library. It is clear from the analysis that 80% users use the catalogue for locating information sources. Due to its artificial nature, the respondents faces some problem so they take the help of library staff to overcome it.

Computerization of the Catalogue

It is clear from the analysis that 76% respondents demanded that catalogue should be computerized.

Adequacy of Library Collection

The details furnished in Table 5 shows that 51.90% of teachers and 65% of Research Scholars revealed that the collection of Reference Section is inadequate to meet their information needs. 63.14% of

Table - 5 : Adequacy of Library Collection

	Teachers		Research Scholars		Students		
	Adequate	Inadequate Not Responded	Adequate	Inadequate Not Responded	Adequate	InadequateNot Responded	
Reference Section	71 (33.81)	109 (51.90)	30 (21.43)	91 (65)	221 (63.14)	64 (18.29)	65 (18.57)
Textual Studies Division	6 (2.86)	8 (3.81)	13 (9.29)	38 (27.14)	218 (62.29)	86 (24.57)	46 (13.14)
Circulation Section	51 (24.29)	134 (63.81)	44 (31.43)	81 (57.86)	143 (40.86)	181 (51.71)	26 (7.43)
Periodical Sections	146 (69.52)	38 (18.10)	92 (65.71)	28 (20)	104 (29.71)	61 (17.43)	185 (52.86)

Figures within paranthesis are %age

students expressed that the collection of of this section is adequate to meet their information needs. 18.57% of students did not respond to this question because the undergraduate students do not use the Reference Section.

Teachers and Research Scholars^{do} not use the Textual studies division so 93.33% of teachers and 63.57% of Research Scholars did not respond to this question. 62.29% of students expressed that the collection of textual studies division is adequate toward their information needs which 24.57% revealed that the collection of this section is inadequate.

63.81% of teachers, 57.86% of Research Scholars and 51.71% of students expressed that the collection of circulation section is inadequate towards their information needs while 24.29% of teachers, 31.43% of Research Scholars and 40.86% of students expressed that the collection is adequate.

69.52% of teachers, 65.71% of Research Scholars and 29.71% of students expressed that the collection of periodical sections are adequate. 52.86% of students did not respond this question may be due to the fact that students are generally not using journals.

Arrangements of Reading Material in the Library

Acquisition of adequate resources in the library is essential but their proper arrangement to give maximum benefit to the user is more important.

The detail furnished in Table 6 shows that 22.86% of teachers, 30% of Research Scholars and 59.71% of students are satisfied with the arrangement of the text books. 67.14% of teachers and 43.57% of

Table - 6 : Arrangement of Reading Materials in the Library

	Teachers		Research Scholars		Students	
	Satisfied	Not Satisfied No Response	Satisfied	Not Satisfied No Response	Satisfied	Not Satisfied No Response
Text Books	48 (22.86)	21 (10) 141 (67.14)	42 (30) 37 (26.43)	61 (43.57)	209 (59.71) 68 (19.43)	73 (20.86)
Reference Books	82 (39.05)	102 (48.57) 26 (12.38)	50 (35.71) 62 (44.29)	28 (20)	152 (43.43) 80 (22.86)	118 (33.71)
Books in Stack	168 (80)	31 (14.76) 11 (5.24)	83 (59.29) 49 (35)	8 (5.71)	184 (52.57) 123 (35.14)	43 (12.29)
Reports	141 (67.14)	50 (23.81) 19 (9.05)	71 (50.71) 37 (26.43)	32 (22.86)	39 (11.14) 31 (8.86)	280 (80)
Theses and Dissertations	194 (92.38)	11 (5.24) 5 (2.38)	91 (65) 31 (22.14)	18 (12.86)	68 (19.43) 21 (6)	261 (74.57)

Figures within paranthesis are %age

Research Scholars did not respond because they do not use the text books.

39.05% of teachers, 35.71% of Research Scholars and 43.43% of students are satisfied with the arrangement of reference books while 48.57% of teachers and 44.29% of Research Scholars and 22.86% of students are not satisfied.

Most of the respondents, 80% of teachers, 59.29% of Research Scholars and 52.57% of students are satisfied with the arrangement of books in stack.

67.14% of teachers and 50.71% of Research Scholars and 11.14% of students are satisfied with the arrangements of reports. Students do not consult the Reports so 80% of students did not respond this question.

92.38% of teachers and 65% of Research Scholars and 19.43% of Students are satisfied with the arrangement of theses and dissertations. 74.57% of students did not respond this question.

Opinion about Borrower's Cards

Library provides 15 Cards to teachers, 6 Cards to Research Scholars, 3 Cards to Postgraduate students and 2 Cards to Undergraduate students for borrowing purpose. Teachers and Research Scholars are satisfied with this but the students of Undergraduate and Postgraduate are not satisfied. They demanded that the necessity of more Cards.

Table - 7**Photocopying Service in the View of Library Users**

	Satisfactory	Unsatisfactory	No Response
Teachers	61 (29.05)	115 (54.76)	34 (16.19)
Research Scholars	54 (38.57)	73 (52.14)	13 (9.29)
Students	121 (34.57)	187 (53.43)	42 (12)

(Figures within parenthesis are %age)

The detail furnished in the Table 7 shows that 54.76% of teachers are not satisfied with the photocopying service. 52.14% of Research Scholars and 53.43% of students are also expressed the same. 29.05% of teachers, 38.57% of Research Scholars and 34.57% of students are revealed that they are satisfied with this service.

User's Opinion about the Physical Facilities in the Library

The library has to maintain cleanliness, space for reading, furniture proper ventilation, toilet facilities and arrangement of drinking water. A good environment in the library with sufficient facilities provide a comfortable atmosphere for reading and using the library resources effectively.

It is evident from Table 8 that 30% of Teachers, 32.14% of Research Scholars and 74.86% of students are satisfied to the space for reading provided by Maulana Azad Library while 56.67% of Teachers, 52.86% of Research Scholars and 18.57% of students are

Table - 8 : Users Opinion about the physical facilities in the Library

	Teachers		Research Scholars		Students				
	Satisfactory	Unsatisfactory Not Responded	Satisfactory	Unsatisfactory Not Responded	Satisfactory	Unsatisfactory Not Responded			
Space for Reading	63 (30)	119 (56.67)	28 (13.33)	45 (32.14)	74 (52.86)	21 (15)	262 (74.86)	65 (18.57)	23 (6.57)
Furniture	57 (27.14)	85 (40.48)	68 (32.38)	56 (40)	66 (47.14)	18 (12.86)	231 (66)	80 (22.86)	39 (11.14)
Cleanliness	132 (62.86)	37 (17.62)	41 (19.52)	93 (66.43)	28 (20)	19 (13.57)	201 (57.43)	75 (21.43)	74 (21.14)
Ventilation	151 (71.90)	24 (11.43)	35 (16.67)	84 (60)	25 (17.86)	31 (22.14)	219 (62.57)	63 (18)	68 (19.43)
Drinking Water	60 (28.57)	101 (48.10)	49 (23.33)	45 (32.14)	83 (59.29)	12 (8.57)	143 (40.86)	165 (47.14)	42 (12)
Toilet	101 (48.10)	25 (11.90)	84 (40)	92 (65.71)	32 (22.86)	16 (11.43)	223 (63.71)	99 (28.29)	28 (8)

Figures within paranthesis are %age

not satisfied with the reading space. Teachers and Research Scholars demanded that there should be a separate place for them for study because Research Section is not useful for them because it is also used by P.G. students.

27.14% of Teachers, 40% of Research Scholars and 66% of Students are satisfy with the furniture facility. 40.48% of teachers and 47.14% of Research Scholars are not satisfied with the furniture.

62.86% of Teachers, 66.43% of Research Scholars and 57.43% of students are satisfy with the cleanliness of Maulana Azad Library while very low percentage of respondents unsatisfied with the cleanliness.

Mostly respondents are satisfy with the ventilation facility.

28.57% of Teachers, 32.14% of Research Scholars and 40.86% of students are satisfied with the drinking water facility, 48.10% of Teachers, 59.29% of Research Scholars and 47.14% of students are not satisfied with the drinking water facility.

48.10% of Teachers, 65.71% of Research Scholars and 63.71% of students are satisfied to Toilet facility while 11.90% of Teachers, 22.86% of Research Scholars and 28.29% of students are not satisfied with Toilet facility.

Now drinking water facility is available only at Ground Floor, so the users and staff of I to IV stacks demanded that there should be an arrangement of water facility at all the stacks.

Table - 9

Views about the Computerization of the Library

	Yes	No	No Response
Teachers	185 (88.10)	15 (7.14)	10 (4.76)
Research Scholars	111 (79.29)	26 (18.57)	3 (2.14)
Students	262 (74.86)	47 (13.43)	41 (11.71)

(Figures within parenthesis are %age)

Views about the Computerization of the Library

This is age of Information explosion. No library can exist without the applications of the Computer.

It is evident from Table 9 that majority of the users consisting of 88.10% of Teachers, 79.29% of Research Scholars and 74.86% of Students demanded that library should be computerized. 7.14% of Teachers, 18.57% of Research Scholars and 13.43% of Students are not agree with the Computerization of the Maulana Azad Library.

Views about the Library Staff (Staff Assistance) :

Staff is the most important part of every library. The successes of the library also depends on the staff.

Table - 10**Views about Library Staff (Staff Assistance)**

	Teachers	Research Scholars	Student
Most helpful	43 (20.48)	22 (15.71)	41 (11.71)
Helpful	94 (44.76)	68 (48.57)	186 (53.14)
Not helpful	39 (18.57)	23 (16.43)	85 (24.29)
No Response	34 (16.19)	27 (19.29)	38 (10.86)

(Figures within parenthesis are %age)

It is evident from Table 10 that 20.48% of Teachers, 15.71% of Research Scholars and 11.71% of Students expressed that the staff of the Maulana Azad Library is most helpful to them. 44.76% of Teachers, 48.57% of Research Scholars and 53.14% of Students indicates that staff is helpful while 18.57% of Teachers, 16.43% of Research Scholars and 24.29% of Students are not satisfied with the staff.

Users Opinion about the Library Services

It is evident from Table 11 that 40.95% of Teachers, 34.29% of Research Scholars, 39.71% of Students expressed that Reference Service is helpful while 46.67% of Teachers, 43.57% of Research Scholars and 18% of Students expressed that this Service is not helpful. 32% of students did not respond.

Table - 11 : Users Opinion about the Library Services

	Teachers			Research Scholars			Students			
	Most Helpful	Helpful	Not Helpful Responded	Most Helpful	Helpful	Not Helpful Responded	Most Helpful	Helpful	Not Helpful Responded	
Reference Service	12 (5.71)	86 (40.95)	98 (46.67)	31 (22.14)	48 (34.29)	61 (43.57)	36 (10.29)	139 (39.71)	63 (18)	112 (32)
Circulation Service	51 (24.29)	92 (43.81)	57 (27.14)	41 (29.29)	63 (45)	12 (8.57)	72 (20.57)	205 (58.57)	29 (8.29)	44 (12.57)
Textual Service	10 (4.76)	29 (13.81)	13 (6.19)	12 (8.57)	28 (20)	40 (28.57)	96 (27.43)	168 (48)	23 (6.57)	63 (18)
Periodical Service	121 (57.62)	52 (24.76)	26 (12.38)	93 (66.43)	35 (25)	12 (8.57)	32 (9.14)	86 (24.57)	80 (22.86)	152 (43.43)
Inter Library Loan Service	-	10 (4.76)	39 (18.57)	2 (1.43)	4 (2.86)	33 (23.57)	4 (1.14)	8 (2.29)	58 (16.57)	280 (80)

Figures within paranthesis are %age

Low percentage of respondents consisting of 24.29% of Teachers, 29.29% of Research Scholars and 20.57% of Students expressed that circulation service most helpful while 43.81% of Teachers, 45% of Research Scholars and 58.57% of Students expressed that this service is helpful. 27.14% of Teachers, 8.57% of Research Scholars and 8.29% of Students expressed that this service is not helpful.

4.76% of Teachers, followed 8.57% of Research Scholars and 27.43% of Students expressed that Text Book service is most helpful. 13.81% of Teachers followed by 20% of Research Scholars and 48% of Students expressed that Text Book Service is helpful. 6.19% of Teachers, 28.57% of Research Scholars and 6.57% of Students expressed that Text Book Service is not helpful. Most of the Teachers and Research Scholars do not use this service so they did not respond to this question.

57.62% of Teachers followed by 66.43% of Research Scholars and 9.14% of Students expressed that Periodical Service is most helpful while 24.76% of Teachers, 25% of Research Scholars and 24.57% of Students expressed that Periodical Service is helpful. 12.38% of Teachers, 8.57% of Research Scholars and 22.86% of Students expressed that this service is not helpful.

Majority of the respondents do not know about the Inter Library Loan, so 76.67% of Teachers, 72.14% of Research Scholars and 80% of Students did not responded. Only 4.76% of Teachers, 2.86% of Research Scholars and 2.29% of Students expressed that this service is helpful.

Table - 12

Satisfaction with Overall Functions of Maulana Azad Library

	Satisfied	Not Satisfied	No Response
Teachers	78 (37.14)	116 (55.24)	16 (7.62)
Research Scholars	49 (35)	83 (59.29)	8 (5.71)
Students	183 (52.29)	142 (40.57)	25 (7.14)

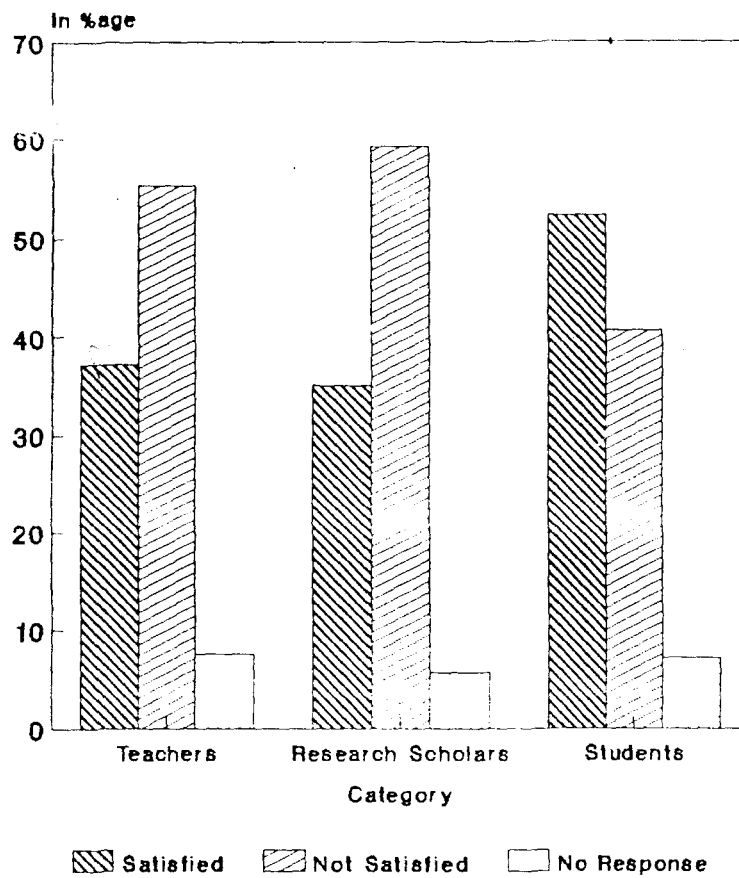
(Figures within parenthesis are %age)

Satisfaction with Overall Functions of Maulana Azad Library

It is evident from Table 12 that Most of the Teachers 55.24% and 59.29% Research Scholars are not satisfied with overall function of Maulana Azad Library. Whereas 37.14% of Teachers and 35% of Research Scholars are satisfied with overall functions of Maulana Azad Library.

In the case of students, 52.29% are satisfied and 40.57% are not satisfied.

Satisfaction with overall functions of Maulana Azad Library



Chapter -V

Conclusion, Findings and Suggestions

Conclusion

Findings

Tenability of Hypotheses

Suggestions

Recommendations for Further Research

CONCLUSION

This study was intended to assess the satisfaction of the users to M.A. Library of Aligarh Muslim University, by taking sample from the users. It is not possible, from the small quantity of sample, to find out the satisfactory level of everything correctly.

Library is the centre where ideas of the scholar and scientist are collected, organised and maintained for use. For the proper utilisation of these ideas it is obligation on the part of the library professionals to interpret them to the users and suggest the ways and means of utilising the same.

Mutual understanding between Librarian, Library staff and academicians will help a lot in the sound collection development. Providing personalised information services, encouraging extension of Library orientation programmes, organising occasional seminars and workshops for users and as well as library staff will play a vital role in understanding the exact information requirement of the users. This will help the library to generate interest among Library Staff and bring closer relation with academics as well as other users. This kind of encouragement will thus help in better utilisation of Library resources.

Findings

The following are major findings that are generated from this study :

- i) Low percentage of the teachers and research scholars visit the library regularly.
- ii) Satisfactory percentage of Students visit the Library regularly.

- iii) Most of the teachers visit the library to collect the teaching material and borrow books while Research Scholars visit the library for research purpose and borrow books. In the case of students most them visit the library for study purpose and borrow books.
- iv) Majority of the respondents are aware with reference service, circulation service and newspapers/periodical service.
- v) Most of the respondents are not aware with Inter Library Loan Service.
- vi) Majority of the respondents are not satisfied with the opening hours of the circulation and periodical section.
- vii) Most of the users are satisfied with the opening hours of the textual studies division and reference section.
- viii) Collection of reference section is not adequate towards the needs of the teachers and Research Scholars while it is adequate towards the needs of the students.
- ix) Collection of reference section and textual studies division is adequate towards the information needs of the students.
- x) Most of the respondents expressed that the collection of circulation section is not adequate.
- xi) Collection of periodical section is adequate towards the needs of all the respondents.
- xii) Majority of the respondents consult the catalogue for locating their material.
- xiii) Most of user demanded that catalogue of M.A. Library should be computerized.

- xiv) Most of the students are satisfied with the arrangement of text books.
- xv) Majority of the teachers and Research Scholars are not satisfied with the arrangement of reference books.
- xvi) Majority of the teachers and Research Scholars are satisfied with the arrangement of books in stack, reports, theses and dissertations.
- xvii) A large number of respondents are not satisfied with photocopying service.
- xviii) Majority of the teachers and Research Scholars are not satisfied with the space for reading and furniture in the library.
- xix) Most of the respondents are demanding the computerization of the library as soon as possible.
- xx) Majority of the users demanded E-mail and Internet facility in the library.
- xxi) Majority of user expressed that the library staff is helpful.
- xxii) No user education is provided in M.A. Library.
- xxiii) Reference service gets an average (40%-50%) response from both teachers and research scholars.
- xxiv) Textual service gets an average response from the students.
- xxv) Majority of the respondents are not aware to Inter Library Loan Service.
- xxvi) Most of the Teachers and Research Scholars expressed that periodical service is most helpful.
- xxvii) Majority of the teachers and research scholars are not satisfied with overall function of M.A. Library.

xxviii) Majority of the students are satisfied with overall functions of M.A. Library.

Tenability of Hypotheses

The tenability of hypotheses can be checked in the light of above findings.

Hypothesis - I

Most of the users will not be satisfied with the service and facility provided by M.A. Library.

It is clear from the result of the study that most of the teachers and research scholars are not satisfied with the services and facilities but it is also clear that most of the students are satisfied with the services and facilities. So the hypothesis is not fully true.

Hypothesis - II

Installation of computer will be welcomed by most of the users.

It is clear from the result of the study that almost all the respondents demanded the computerization of M.A. Library as soon as possible. So the hypothesis becomes fully true.

Suggestions

The present study puts forwards the following suggestions to be implemented for the improvement of services and facilities of M.A. Library.

- i) User education programmes should be started in order to familiarise the library services.
- ii) Working hours of periodical section and circulation section should be extended till 8.00 p.m. including Sunday.
- iii) Circulation Section and Textual studies division must be strengthened by additional copies of books.
- iv) In the Reference section there are a large number of outdated books which hindered the use of collection, so to maintain currency in the collection weeding out of documents should be undertaken at regular intervals and it is to be replaced by latest editions.
- v) Quality and number of machines should be increased in photocopying service.
- vi) Reading space provided to the teachers is very constricted so it should be spacious.
- vii) Separate reading room should be provided to the Research Scholars.
- viii) Library collection and other operation must be computerised to meet the users needs quickly and promptly
- ix) For selecting books and periodicals the requirements of the users should be properly analysed.
- x) Library should conduct the user study to find out the need of the user.
- xi) In order to make the service useful to the users, inservice training to the staff must be introduced.

Recommendations for Further Research

- i) The same study can be conducted to find out the level of satisfaction between the University libraries.
- ii) A study can be conducted to find out the satisfactory level of male and female users.
- iii) The study can also conducted to find out the satisfactory level of users from different Faculties.
- iv) The study may extended to non-teaching also.

Appendices

APPENDIX - I

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APPENDIX - II

QUESTIONNAIRE

1. Name :
2. Name of Deptt. Faculty :
3. Designation (a) Student
(b) Research Scholar
(c) Teacher
4. (i) Do you visit Maulana Azad Library regularly?

Yes/No

(ii) If yes your frequency to visit in the Maulana Azad Library
(a) Daily ()
(b) 2-3 times in a week ()
(c) Once in a week ()
(d) Once in a month ()
(e) Seldom ()
If no please specify reason
5. What is the main purpose of your visit to Maulana Azad Library?
(a) For study purpose ()
(b) For research purpose ()
(c) For collecting teaching materials ()
(d) To borrow books ()
(e) To spend leisure time ()
(f) Any other (Please specify).....
6. Are you aware with the following services provided by
Maulana Azad Library ?
(a) Reference service Yes / No

- (b) Circulation (Lending) Service Yes / No
- (c) Newspapers / Periodicals service Yes / No
- (d) Inter Library Loan Service Yes / No
7. Are you satisfied with working hours of the different sections of M.A. Library? If no please indicate how many hours should they be extended.
- | | Yes | No | Suggestions
(If any) |
|------------------------------|-----|-----|-------------------------|
| (a) Reference section | () | () | () |
| (b) Textual studies division | () | () | () |
| (c) Circulation section | () | () | () |
| (d) Periodical section | () | () | () |
8. (i) Have you ever made use of library catalogue ?
- Yes / No
- (ii) If yes have you face any difficulty using of it.
- Yes / No
- (iii) If yes how do you overcome it.
- (a) Take the help of the library staff ()
- (b) Take help of a friend ()
- (c) Do not try ()
9. Do you think that catalogue should be computerized ?
- Yes / No
10. What is your opinion about the collection of different sections?
Do you find them adequate?
- (a) Reference section Yes / No
- (b) Textual studies division Yes / No
- (c) Circulation section Yes / No
- (d) Periodical section Yes / No

11. Are you satisfied with the arrangements of following reading materials in the library ?
- | | | |
|-----|--------------------------|----------|
| (a) | Text books | Yes / No |
| (b) | Reference books | Yes / No |
| (c) | Books in stack | Yes / No |
| (d) | Reports | Yes / No |
| (e) | Theses and dissertations | Yes / No |
12. (i) What is your opinion about the total number of borrower's cards provided to you for home reading. Does this meet your requirements? Yes / No
- (ii) If no, please mention how many cards should be given.
.....
13. (i) Do you make use of photocopying service provided by M.A. Library? Yes / No
- (ii) Are you satisfied with this service. Yes / No
- If no (please specify the reason).....
14. Are you satisfied with the following physical facilities of M.A. Library?
- | | | |
|-----|-------------------|----------|
| (a) | Space for reading | Yes / No |
| (b) | Furniture | Yes / No |
| (c) | Cleanliness | Yes / No |
| (d) | Ventilation | Yes / No |
| (e) | Drinking water | Yes / No |
| (f) | Toilet | Yes / No |
15. Do you feel that M.A. Library should be computerized?
- Yes / No

16. Do you think that computerized services like E-mail and Internet are necessary in M.A. Library?

Yes / No

17. What is your personal opinion about M.A. Library Staff?

- (a) Most helpful (b) Helpful
(c) Not helpful (d) No response

18. Do you think that user education (i.e. to teach the user as to how to use the library) is needed in M.A. Library?

Yes / No

19. What is your opinion about the following services provided by the library?

MH* H** NH***

- | | | | |
|--------------------------------|-------|-------|-------|
| (a) Reference service | () | () | () |
| (b) Circulation service | () | () | () |
| (c) Text book service | () | () | () |
| (d) Periodical service | () | () | () |
| (e) Inter library loan service | () | () | () |

* Most helpful

** Helpful

*** Not helpful

20. (i) Are you satisfied with overall functions of M.A. Library?

Yes / No

- (ii) If no, please specify reasons and give your valuable suggestions to improve it.....

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